

# Centre Coordinator, OLC

## Position Description

<b>Directorate:</b>	Community Inclusion
<b>Reports to:</b>	Team Leader, Community Engagement
<b>Direct reports:</b>	NIL
<b>Location:</b>	Ozanam Learning Centre, 99 Forbes Street, Woolloomooloo
<b>Primary position objective:</b>	<ol style="list-style-type: none"> <li>1. Ensure the Ozanam Learning Centre is a welcoming and safe space for people and meets the needs of people visiting</li> <li>2. Develop, coordinate and/ or facilitate opportunities for social engagement for people who come to the OLC</li> </ol>

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

## Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Local Area Coordination (LAC) program:** this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Centre Coordinator, Ozanam Learning Centre ('OLC') will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Develop, coordinate and /or facilitate activities that build social engagement and provide

opportunities for personal and skill development in line with the annual plan

- Promote the activities of the OLC and create strategies to maximise client participation, consumer consultation and ensure that all communication materials are up to date and relevant
- Develop, implement and maintain feedback and evaluation processes that promote consumer participation and lead to processes of continuous improvement and quality practice
- Manage the operations of the Ozanam Learning Centre, Woolloomooloo and ensure that it is well maintained and presented and appropriate to the needs of those that visit the space
- Meet and greet those who come to the centre and provide exceptional customer services
- Provide information and support to people who enquire about the Ozanam Learning Centre, Community Inclusion and Vinnies, ensuring that all enquiries are dealt with in a confidential and sensitive matter
- For enquiries outside of expertise connect the enquirer with the appropriate team member
- Provide and support the provision of administrative support including basic data entry, responding to phone calls, booking appointments, coordinating the room bookings and the set up of rooms and meeting spaces as required
- Work collaboratively with the team including volunteers to create a supportive and comfortable environment for the people we assist, visitors and other stakeholders
- Develop and maintain effective working relationships with people accessing the programs and activities at the OLC ensuring they have the information they need to engage and participate in program and activities.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Duties and responsibilities are subject to change in view of new priorities and changing organisational needs
- Working hours may vary and you will be expected to be flexible in line with operational needs

## **Critical Key Performance Indicators (KPIs)**

- % of people who report that they received the information they need
- % of people who indicate they feel safe in the space
- # of community organisations outreaching to the OLC [i.e. information desks]

## **Key working relationships**

In addition to the Team Leader, Community Participation and their direct reports, this role will foster close working relationships with:

- The Community Engagement Team
- MTH Case management
- LAC
- MTH clinic
- MTH Accommodation Team
- MTH Catering

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:**  
Level 2 Enable the delivery of high quality services that provide a hand up for the people we serve.
- **Values based leadership:**  
Level 1 Develop an understanding and respect for and be aligned to the Society’s mission, vision, values and lay Catholic heritage.
- **Impact Focus:**  
Level 1 Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:**  
Level 1 Work collaboratively with others to solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change Leadership:**  
Level 1 Seek to understand change and the strategic priorities.
- **Digital Engagement :**  
Level 1 Confidently operate digital tools used by virtual, dispersed teams.
- **Innovation and Improvement :**  
Level 2 Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial Acumen:**  
Level 1 Understand and respect the value of the Society’s limited resources and use them responsibly.

### Role-specific criteria

- Relevant tertiary qualification and / or demonstrated experience in community services and / or other relevant area
- Demonstrated experience working with those who experience social exclusion due to homelessness, the impact of trauma, mental health issues, alcohol and other drug issues and / or unemployment.
- Strong customer service skills and in interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences, including cultural sensitivity and cross-culture communication.
- Ability to assess the needs and respond to the enquiries of the people that use the service
- Demonstrated project management experience including coordinating activities, stakeholders and volunteers
- Take a proactive approach to responding to challenges and effectively manage work that is experienced as stressful and seek advice and support in a timely and appropriate manner
- Ability to confidently apply de-escalation strategies in high conflict situations

- High level computer literacy
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Adaptability and flexibility to changing work environments and requirements
- Current NSW driver's license or in process of getting a driver's license and confidence to drive groups of people

## **Desirable criteria**

- Demonstrated skills in trauma informed practices and mental first aid
- A solid understanding of non-violent
- Experience working in community centre or equivalent
- Current first aid certificate